

Structure Fire First Unit Response Louisville Fire Department

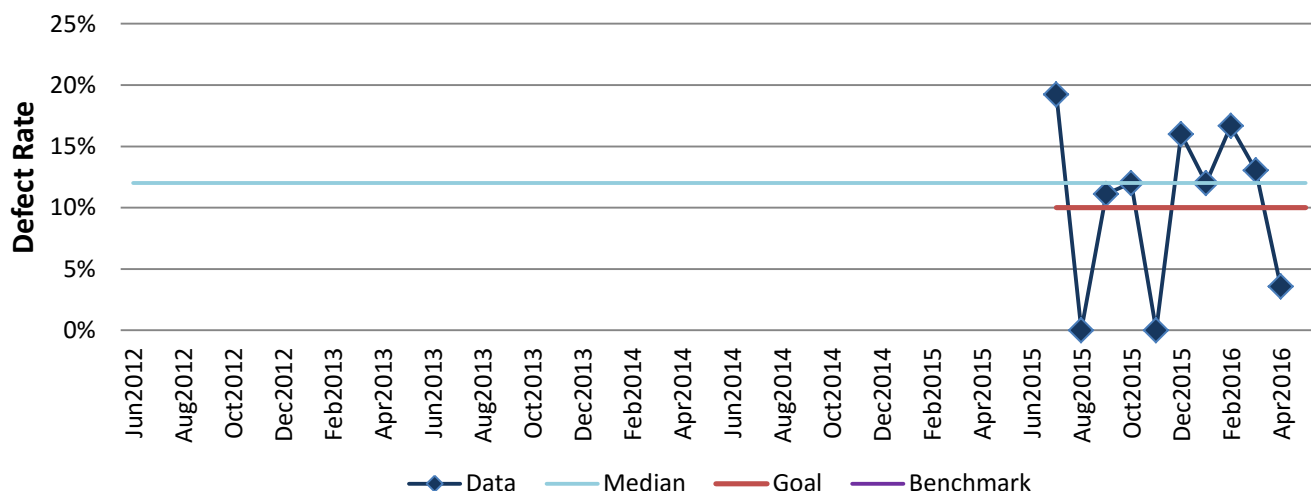


KPI Owner: Col. Doug Recktenwald

Process: Fire Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD		Data Source: Firehouse	Plan-Do-Check-Act Step 3: Determine and quantify root causes		
Goal: For the first unit responding to meet the benchmark of 5 min 20 sec 90% of the time.		Goal Source: NFPA 1710	Measurement Method: Defect rate: the number of times the first unit response took more than 5 min 20 sec, divided by the total number of incidents in a given month.		
Benchmark: 90% of incidents with a first unit response time of less than 5 minutes 20 sec.		Benchmark Source: NFPA 1710	Why Measure: To ensure members are efficiently reacting to calls for service, to assess proper deployment of fire companies, and to ensure citizens of a timely response to emergencies.		
			Next Improvement Step: TBD		
How Are We Doing?					
Jun2015-May2016 12 Month Goal	Jun2015-May2016 12 Month Actual		Apr2016 Goal	Apr2016 Actual	
10%	10%		10%	4%	
Defect Rate	Defect Rate		Defect Rate	Defect Rate	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.